

Benefits Under the TennCare Partners Plan

To apply for TennCare, you will need to visit your local Department of Human Services (DHS). An appointment is not necessary, but you may not have to wait as long if you have an appointment. There is a DHS office located in each of Tennessee's 95 counties.

You can pick up an application at your local office of the Tennessee Department of Human Services (DHS).

DHS also makes disability determinations for the Social Security Administration for Tennesseans applying for Disability Insurance Benefits (DIB) and Supplemental Security Benefits (SSI) through its Disability Determination Services section. These individuals may also be eligible for TennCare coverage, and can call **1-800-342-1117** to find out more information.

If you are not eligible for Medicaid, you could still be eligible for TennCare. Your local DHS caseworker can tell you if you might be eligible.

**Para informacion acerca de TennCare en espanol llame al
1-800-669-1851**

For Information Contact:

TennCare Information Line
1-800-669-1851
<http://www.state.tn.us/tenncare/>

TDD

Nashville Area (615) 313-9240
Statewide - 1-800-772-7647

TennCare Advocacy Line
1-800-722-7474

Hispanic Advocacy Line
1-800-722-7474

**TennCare Partners Advocacy
& Information Line**
1-800-758-1638
242-7339 (Nashville area)

TDMHDD's Office of Consumer Affairs
1-800-560-5767

CRISIS INFORMATION LINE
1-800-809-9957



TennCare Partners Program

*What is it?
Who is eligible?
How to enroll?*

Pursuant to the state of Tennessee's policy of nondiscrimination, the Tennessee Department of Mental Health and Developmental Disabilities does not discriminate on the basis of race, sex, religion, color, national or ethnic origin, age, disability or military service in its policies, or in the admission or access to, or treatment or employment in, its programs, services or activities.

The Tennessee Department of Mental Health and Developmental Disabilities is committed to the principles of equal opportunity, equal success and affirmative action. Contact the department's EEO/AA Coordinator at (615) 532-6580, the Title VI and ADA Coordinator at (615) 532-6700 for further information. Persons with hearing impairments call (615) 532-6612.



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State of Tennessee
Department of Mental Health and
Developmental Disabilities

What is the TennCare Partners Program?

The TennCare Partners Program is a special program that provides mental health and substance abuse services (under the oversight of the Office of Managed Care, Tennessee Department of Mental Health and Developmental Disabilities) in addition to the medical benefits provided under TennCare.

The organizations that assist enrollees in getting mental health and substance abuse services are called Behavioral Health Organizations (BHOs).

Every TennCare enrollee is assigned to a Behavioral Health Organization.

Services provided through the TennCare Partners Program include but are not limited to:

- Case management
- Inpatient psychiatric services
- Inpatient substance abuse services
- Pharmacy and related lab service
- Transportation to mental health and substance abuse appointments
- Outpatient mental health services
- Outpatient substance abuse services
- Mental health Crisis services

The BHOs provide enrollees a member card and handbook. The handbook includes detailed information on available services and how to get them. Appeals information is also included.

TennCare Partners Eligibility:

To be eligible for services under the TennCare Partners Program, a person must meet one of the following:

1. Eligible for Full TennCare - Be eligible for TennCare as determined by the Department of Human Services

a) More information is available on the TennCare web site:

<http://www.state.tn.us/tenncare/members.html>

b) Call your County Department of Human Services Office;

2. Eligible for Mental Health Benefits Only (State-only) - If not currently eligible for TennCare *AND* meets the following:

a) Have a serious mental illness or emotional disturbance as determined by a CRG/TPG assessment*

b) Have no access to insurance, or have exhausted mental health benefits included in insurance

c) Have an income below the federal poverty level.

** To qualify for this category a person should go to their local community mental health agency who can assist them.*

Assessments

*Clinically Related Group(CRG)

*Target Population Group (TPG)

These assessments are used to identify individuals who have either a Serious or Persistent Mental Illness (SPMI) or a Serious Emotional Disturbance (SED). People that are determined to be in these groups are given priority in the receipt of mental health services in accordance with T.C.A. 33-6-103. CRG assessments are used for adults and TPG assessments are used for children, (under 18 years of age). Local Community Mental Health Agencies (CMHA) and Regional Mental Health Institutes (RMHI) as authorized by the TDMHDD do these assessments.

The assessment is done by clinicians who have been certified by the TDMHDD. The assessment will review any impairment the mental illness or emotional disturbance has caused in the person's ability to perform tasks associated with daily living such as working, learning, or socializing. The assessment rates the impairment based on:

- 1) diagnosis;
- 2) severity of the impairment;
- 3) length of time the person has been impaired; and
- 4) need for services to prevent relapse (adults only).